

7/11/06

SELECTION COVER SHEET

PLEASE ATTACH THIS SHEET TO EACH AWARD SELECTION PACKAGE.

PLEASE TYPE OR PRINT CLEARLY:

AWARD CATEGORY: ADMINISTRATIVE/PROFESSIONAL

NAME OF AWARDEE: CYNTHIA A. TOWNEND
(AS IT IS TO APPEAR ON PLAQUE AND IN SOUVENIR BOOKLET)

JOB TITLE: PROCESS IMPROVEMENT INTEGRATOR

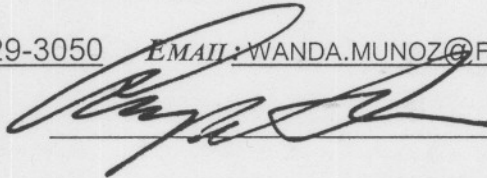
EMPLOYING AGENCY AND ADDRESS (PLEASE DO NOT USE ABBREVIATIONS):

FEDERAL AVIATION ADMINISTRATION
901 E. LOCUST ST
KANSAS CITY, MO 64106

NOMINATOR OR POINT OF CONTACT: WANDA MUNOZ

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SIGNATURE OF AGENCY HEAD:



**AWARD SELECTION PACKAGE(S) MUST BE RECEIVED IN
THE FEDERAL EXECUTIVE BOARD OFFICE NO LATER THAN MARCH 17, 2006**

**Greater Kansas City Federal Executive Board
ATTN: Chairperson, Awards Committee
1500 E. Bannister Road, Room 1176
Kansas City, MO 64131
FAX: (816)823-5104
Email: feb.mail@gsa.gov**

NOMINATOR'S STATEMENT
PLEASE ADDRESS THE SPECIFIC SELECTION CRITERIA

PROFESSIONAL/ADMINISTRATIVE

Individual Award Category

CYNTHIA A. TOWNEND

NAME

FEDERAL AVIATION ADMINISTRATION

AGENCY NAME

1. SPECIAL ACCOMPLISHMENTS

Making a difference—that's the premise behind every project Cindy Townsend undertakes. As Process Improvement Integrator for the FAA Central Region, she's driven, self-motivated and clearly a pioneer of leading change and working smarter. If there's a way to perform a task more efficiently, without degradation to quality, she will pursue it. If a program is underutilized, she will revamp and promote it. If a co-worker needs assistance, she will lend expertise in developing timesavers. Her goal—to make a difference.

Of course, with every task, there's enormous challenge. Cindy is a one-person shop that is frequently called upon to simultaneously and quickly tackle numerous projects, many of which she's had no previous exposure. Fortunately, she's a quick study, with strong organizational and technical skills, who can quickly identify and address changes to improve program performance and participation, and when necessary, orchestrate teams to coalesce around a common goal. By developing and influencing changes that provide more user-friendly processes and make jobs less tedious, her contributions have led to significant improvements in diverse program areas. Cindy's stamp is far-reaching, making a difference for employees at the regional and national level, crossing organizational lines of business and in some cases, impacting other agencies. Some of her efforts include the following:

- To reduce outside tuition and training travel costs, Cindy led a campaign in July 2005 to promote awareness of an on-line training program available to all Department of Transportation (DOT) employees. She researched the program and led a one-week promotional event that attracted interest from all regional modal administrations. Creative flyers, business cards, catchy slogans, quick-reference guides and other information materials were developed, and hands-on exposure provided. **The difference**—regional DOT employees enrolled in 480 business and IT-related courses during the one-week campaign. For the FAA alone, enrollments reflected a 135% increase over the previous nine-month period. Employees were also introduced to a resource that not only provides less costly training, but is also a quick reference tool for enhancing and learning technical skills at the moment needed.
- Cindy also acted as aide-de-camp for the Regional Administrator in his role as Chair of the metro-wide 2005 CFC campaign. In his absence, he relied on Cindy to interface with the CFC Director, manage the flow of information from the CFC Executive Cabinet and subcommittees and brief the Federal Executive Board on CFC status—in short, all the chores necessary to run an effective campaign. **The difference**—the metro-wide campaign hit an all-time high of over \$3 million, with contributions exceeding the goal by over \$200,000. Cindy also experienced a stronger appreciation for community, and then graciously volunteered to co-chair the FAA campaign in the regional office, which, in spite of a 10 percent attrition rate, still exceeded the previous year's contributions and the 2005 goal by 12.6 percent.

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- On behalf of the Regional Administrator in his role as chair of the PERD program, Cindy helped the FEB streamline and promote the nomination processes that impact all government entities within the Kansas City metro-wide area. She then influenced adoption of these procedures as she revamped the FAA regional awards nomination process. **The difference**—FEB program nominations for 2005 increased 200% from previous years, with record-setting attendance at the awards ceremony. Regional FAA employees also had a new more competitive process for recognizing employee accomplishments, and with one write-up, nominees were able to compete in two prestigious awards programs.
- Cindy also developed streamlined processes to aid management in tracking business plans in support of agency strategic goals. **The difference**—the tracking tool, which was adopted by another region, allowed for quick and easy viewing of performance targets, all of which met or exceeded FY 2005 established goals.

Although this represents just a sampling of Cindy's many accomplishments, it also reflects just how diverse, challenging and effective her contributions are. Not only is she achieving results and setting the bar, she's providing tools that enable others to do the same. To paraphrase an old commercial, "Cindy doesn't make the product, she makes the product better." Now it's time to honor her at a level that's as all encompassing as the audience she serves. For the difference Cindy's made, I strongly recommend her for the **2006 Distinguished Administrative/Professional Award**.

2. HONORS, AWARDS, COMMENDATIONS, LETTERS OF RECOGNITION, ETC.

Since assuming her position as Process Improvement Integrator three years ago, Cindy has continually been recognized with a long and notable list of awards and recognition, including numerous time-off and superior accomplishment awards and annual superior contribution performance increases. In 2004, she was named her organization's Employee of the Year, and she received national recognition for accomplishments related to the Section 508 program. She's also been awarded the Regional Administrator's medallion on many occasions for contributions that make a difference. It would be fitting to begin 2006 by adding still another award, namely the 2006 Distinguished Administrative/Professional Award, to honor her already impressive list of accomplishments.

3. ADDITIONAL COMMENTS

In summary, Cindy's contributions are all about making a difference. With every program she touches, she leaves a mark of improvement that ultimately translates to more efficient use of taxpayer dollars. She's quick, produces quality products, and communicates well with management at all levels, including the Federal Executive Board, where she frequently represents the Regional Administrator in implementing and improving programs crossing agency lines. **The difference**—her contributions have led to more efficient program performance that is less costly, increases productivity, and enhances the public image of our Federal workforce.